



Serial No.: 09/203,965 **2642**
Filed: December 2, 1998
Group Art Unit **RECEIVED**

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NOV 18 2003

Technology Center 2600

Date: Nov. 12, 2003

COMMISSIONER OF PATENTS
Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-159XX

Sir:

In re application of: Gene W. Lee

Entitled: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

Transmitted herewith is an Amendment in the above-identified application. The following checked items are applicable:

☐ A Petition for Extension of Time for month(s) is hereby made, under §1.136(a); a check in the amount of \$ is enclosed per §1.17.

☐ is hereby appointed Associate Attorney by:

Registration No.:

Attorney of Record: Daniel J. Bourque
Registration No.: 35, 457

☐ Other:

| CLAIMS AFTER AMENDMENT: | MINUS PRIOR PAID CLAIMS: | EQUALS PRESENT EXTRA CLAIMS: | RATE: | ADDITIONAL FEE: |
|---|--------------------------|------------------------------|--------------|-----------------|
| Independent 3 | - 3 | = | x \$84.00 = | |
| Total 16 | - 20 | = | x \$18.00 = | |
| <input type="checkbox"/> Multiple Dependent Claims (1st presentation) | | | + \$280.00 = | |
| SUBTOTAL ADDITIONAL CLAIM FEE | | | | |
| Small Entity filing, divide by 1/2. | | | | |
| TOTAL ADDITIONAL CLAIM FEE | | | | |

☒ No additional claim fee.

☐ The claim fee has been calculated above; check number in the amount of \$0 is enclosed.

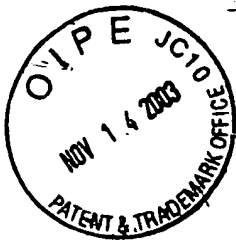
☒ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, Alexandria, VA, 22313-1450 on Nov. 12, 2003

SUBMIT IN TRIPLICATE

Paul J. Kroon Jr.
Attorney of Record: Paul J. Kroon, Jr.
Registration No. 51,902



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

PATENT
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NOV 18 2003


16/0
11/25/03

In re application : Gene W. Lee
Serial No. : 09/203,965
Filed : December 2, 1998
For : System and Method for Managing a Hold
Queue Based on Customer Information
Retrieved from a Customer Database
Attorney's Docket : DAVOX-159XX
Examiner : William J. Deane Jr.
Group Art Unit : 2642

Technology Center 2600SMC

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on Nov. 12, 2003.

By


Paul J. Kroon, Jr.
Registration No. 51,902
Attorney for Applicant

**SUPPLEMENTAL AMENDMENT IN VIEW OF THE NOTICE OF
NON-COMPLIANT AMENDMENT UNDER 37 CFR § 1.121**

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

In response to the Notice of Non-Compliant Amendment dated November 7, 2003, please amend the Amendment filed on October 30, 2003, in the above-identified patent application as follows: